

# IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

## HUMAN RESOURCES ENTERPRISE

### REHABILITATION SUPERVISOR

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#### DEFINITION

Supervises either the planning and provision of vocational rehabilitation services to individuals with disabilities or the analysis and determination of Social Security disability benefits; performs related work as required.

**The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

#### WORK EXAMPLES

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Assesses and enhances office and casework activity and procedures.

Manages an area or service unit office.

Develops performance expectations with all staff and provides timely, periodic feedback.

Assists staff in developing and implementing a self-development and training plan.

Provides ongoing staff development and training in policy and procedural and other relevant matters.

Manages unit work assignments and monitors production and timeliness of workflow. Develops improvement plans where and when needed.

Develops plans to ensure compliance with applicable rules, regulations, policies, and procedures.

Counsels/mentors/advises staff on casework issues and service delivery barriers.

Coordinates services with other educational and manpower entities within the area.

Develops and maintains effective work relationships with public and private sector agencies, employers, etc., consistent with rehabilitation goals.

Interprets/provides information and training on vocational rehabilitation to relevant parties including employers.

Represents the agency and the area staff in all his/her contacts with agencies/individuals in the area.

Develops resources in the area to respond to the needs, preferences and choices of eligible individuals with disabilities within the area.

Provides the necessary support, information, and resources required for all staff to be successful in the performance of their job.

#### COMPETENCIES REQUIRED

Knowledge of the principles and practices of supervision.

Knowledge of acceptable social, work and interpersonal behavior.

Knowledge of the principles of behavior modification and the principles of positive and negative reinforcement.

Knowledge of physical and mental disabilities as they relate to vocational development and vocational functioning of persons with disabilities.

Knowledge of attitudinal and cultural barriers that affect the adjustment of hearing impaired persons into society.

Knowledge of vocational rehabilitation services and planning processes within the organization.

Ability to read and write English at the level necessary for completing observation notes and written reports for agency records.

Ability to communicate and interact with clients to gain and maintain their confidence and establish rapport in a learning environment.

Ability to interpret, translate and interact in a variety of situations, and to establish and maintain professional working relationships with all clients, including those who utilize sign language.

Ability to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles.

Ability to plan schedules, give guidance, and assign the work of subordinates through verbal and written instruction or demonstration in order to make the most effective and efficient use of staff.

Ability to maintain one's emotions and respond appropriately.

Ability to manage changing priorities and handle a variety of assignments within a dynamic environment.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail, and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors, and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity, and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

A Master's degree in rehabilitation counseling, counseling and guidance, or a closely-related emphasis and four years of full-time work experience performing professional rehabilitation counseling services;

OR

graduation from an accredited four-year college or university with a major emphasis in a human-services-oriented field which provides a knowledge of the theories, principles, and techniques of counseling, 24 hours or more of graduate course work in counseling, and the equivalent of five years of full-time work experience performing professional vocational rehabilitation counseling services;

OR

graduation from an accredited four-year college or university and five years of full-time work experience making determinations in the Social Security Disability program;

OR

an equivalent combination of education and experience, substituting one year of full-time work experience making determinations in the Social Security Disability program for 30 semester hours of the required education.

### **NOTE:**

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the employing agency.

Des Moines, IA 50319-0240

Effective Date: 02/14 SA